

Current State v Future State Model

(Defining the Gap between ‘As-Is’ & ‘To-Be’)



Stakeholder XYZ

The following table seeks to define the degree of ‘change’ that will be involved for this stakeholder as they transition from the ‘Current State’ (As-Is) to the new ‘Future State’ (To-Be).

	Current State (AS-IS)	Future State (TO-BE)
Processes & Workflow	<ul style="list-style-type: none"> • <u>Paper-based patient records & historical information.</u> • ? • ? • ? • ? • ? 	<ul style="list-style-type: none"> • <u>Electronic health records and move towards retiring paper-based patient records.</u> • ? • ? • ? • ?
Information & Communication Technology	<ul style="list-style-type: none"> • <u>Multiple fragmented clinical information systems.</u> • <u>Replication of HPD and PMI data across multiple clinical systems.</u> • ? • ? • ? 	<ul style="list-style-type: none"> • <u>New EHR Portal – single point of access for clinicians and administrative staff. New integration and sharing across databases.</u> • <u>Consistent HPD & PMI via a single registry that is accessed by all clinical systems</u> • ?
HR, Employee Relations & Culture	<ul style="list-style-type: none"> • ??? 	<ul style="list-style-type: none"> • ???
Organisational Structure	<ul style="list-style-type: none"> • ??? 	<ul style="list-style-type: none"> • ???
Workplace & Facilities	<ul style="list-style-type: none"> • ??? 	<ul style="list-style-type: none"> • ???

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‘Flavours’ of Change Reference Table

<p>Changes to ‘Processes & Workflow’ might include:</p> <ul style="list-style-type: none"> • Re-engineering of key processes / workflows (eg. approval processes, patient care / contact processes, QA). • Changes to the workflow / information flow between different areas of the Hospital or Qld Health. • Re-writing or establishing new procedures / work practices & policies (business rules). • Amending or developing new forms & reporting mechanisms. • Introducing new key performance indicators (KPIs) & performance measures. • Changes to legislation or industry regulation that impact the way things are done or tracked / reported, or even new terminology / definitions needing to be used. 	<p>Changes to ‘Organisational Structure’ might include:</p> <ul style="list-style-type: none"> • New / modified organisational chart. • New / modified team structures, reporting lines, spans of control. • Changes to staffing levels (casual / FTE, redeployment / redundancies, recruitment). • Changes to employment location. • Changes to insourcing / outsourcing mix. • Changes to supplier relationships.
<p>Changes to ‘Information & Communication Technology’ might include:</p> <ul style="list-style-type: none"> • New technology / tools in the work place (to be used as part of performing one’s job). • New ICT strategy & direction. • New infrastructure / equipment, hardware & software. • System development and/or interfaces required. • Impact on ICT user support model and user security access. • Impact on overall ICT disaster recovery plans. • Impact on other technology projects. 	<p>Changes to ‘Workplace & Facilities’ might include:</p> <ul style="list-style-type: none"> • Changes to physical working environment / layout & ergonomics. • Upgrade of office equipment / infrastructure. • Implications on workplace health & safety. • Changes to telephone numbers / business cards, etc. • Surplus / shortage of office space. • Relocation of offices. • Changes to other facilities for staff, patients, community.
<p>Changes to ‘HR, Employee Relations & Culture’ might include:</p> <ul style="list-style-type: none"> • Changes to job / role descriptions (accountabilities / responsibilities / levels of authority) & individual performance measures (KPIs). • Implications on workload planning, career pathing, and/or staff succession planning. • New skills, knowledge & capability requirements (learning & development). • Amendments to remuneration / compensation, rewards / incentives and other staff benefits. • Likely recruitment and support during recruitment process. • Support required for planned redeployment / redundancies. • Support required for the relocation of staff. • Changes to behaviours, styles, values, attitudes, beliefs / norms (culture). • Changes to performance feedback / evaluation frameworks & procedures. • Consideration of EBAs and Award Agreements, industrial relations, union negotiations. 	